



Telehealth Town Halls

July 2022

SUMMARY

The Maryland Health Care Commission (MHCC) convened two informal Telehealth Town Halls (Town Halls) with providers (July 14th) and payers (July 20th) to discuss the current and future state of telehealth in the delivery of somatic and behavioral health care. Stakeholders shared perceptions on the use of audio-only and audio-visual modalities, reflecting on their personal experiences as it relates to benefits and potential drawbacks of telehealth compared to in-person visits across patient populations. Comments also noted opportunities for telehealth beyond the COVID-19 Public Health Emergency (PHE). Most discussion topics were generally covered among both Town Halls.

The discussion topics raised during the Town Halls included:

- The value of telehealth beyond substituting in-person care during the PHE, including provider and patient/caregiver engagement
- Improved access to care for underserved populations
- Approaches to redirect use of the emergency room and potential cost savings for non-emergent care
- Diminishing reluctance among providers in using telehealth
- Leveraging telehealth to expand local and national provider networks
- Use of telehealth across a variety of medical specialties
- Discretion between members and providers on when telehealth is appropriate, including use of audio-only telehealth
- Ensuring consumers have adequate options to access care in-person and virtually
- Patient education in addressing privacy concerns and how to use technology for telehealth
- Migrating patients from audio-only to audio-visual visits*
- Socioeconomic factors, such as patient access to broadband and devices
- Aligning telehealth access with network adequacy requirements**
- Impact of geographic and site restrictions and certain in-person requirements for telehealth

The MHCC appreciates stakeholders' participation in the Town Halls as the telehealth study required by Chapter 70 (House Bill 123) and Chapter 71 (Senate Bill 3), *Preserve Telehealth Access Act of 2021* progresses. For more information about the telehealth study, visit:

mhcc.maryland.gov/mhcc/Pages/hit/hit_telemedicine/hit_telemedicine_legislative_update.aspx

*Topic specific to Provider Town Hall

**Topic specific to Payer Town Hall

PARTICIPANTS <i>Asterisk (*) denotes participants who commented during the town hall</i>		
Name	Organization	Town Hall
Tumouh Al-Allay	Choptank Community Health System	Provider
Emily Arneson	Kennedy Krieger Institute	Payer
Deborah Badawi	University of Maryland School of Medicine	Provider
Chris Barker	Patient First	Provider & Payer
Paul Berman	Berman & Killen	Payer
*Ethan Booker	MedStar Health-MedStar Health Telehealth Innovation Center	Provider
Barbara Brocato	Brocato & Shattuck	Provider & Payer
Susan Cahn		Payer
Kristofer Caya	Aetna	Payer
Ann Ciekot	Public Policy Partners	Provider & Payer
Annie Coble	Johns Hopkins University	Provider & Payer
*Todd Crocco	University of Maryland	Provider
*Jen Crockett	Kennedy Krieger Institute	Provider
Bernadette Cullen	The Johns Hopkins University School of Medicine	Provider
Audra Deboy	YMCA of Metropolitan Washington	Provider
Nicole DeChirico	Restorative Counseling & Wellness Center	Provider
Rebecca Deku	Clinical Social Work/Therapist	Provider
Tracey DeShields	MHCC	Payer
Erin Dorrien	Maryland Hospital Association	Provider
Pat Dudley		Provider
Angel Edge	Aetna	Payer

PARTICIPANTS <i>Asterisk (*) denotes participants who commented during the town hall</i>		
Jannatul Ferdous	Health Care for the Homeless	Provider
Kristy Fogle	LifeBridge Health	Provider
Michael Hann	Brook Lane	Provider
*Brian Hasselfeld	The Johns Hopkins School Medicine	Provider
Staci Hodge	LifeBridge Health	Provider
Diana-Lynne Hsu	Maryland Hospital Association	Provider & Payer
Tarcia Johnson	NORC	Payer
Neal Karkhanis	Funk & Bolton, P.A.	Provider & Payer
Pam Kasemeyer	Schwartz, Metz, Wise & Kauffman, P.A.	Provider & Payer
Kevin Keegan	Catholic Charities of Maryland	Provider
Philemon Kendzierski	Funk & Bolton, P.A.	Provider & Payer
*Patrick Keran	United Healthcare	Payer
*Kathleen Loughran	Amerigroup	Payer
Angela Mazer	GIFTS Mental Health Clinic	Provider
Shankar Mesta	MHCC	Payer
Delaney McGonegal	Mid-Atlantic Association of Community Health Centers	Provider
Molly McIntyre	CareFirst BlueCross BlueShield	Provider & Payer
Shirley Moncada	Kaiser Permanente	Payer
Cathy Murray	Comprehensive Treatment Centers	Provider
Alex Nason	Frederick Health	Provider
Martha Nathanson	LifeBridge Health	Provider
Blair Nieman	University of Maryland, Baltimore	Provider

PARTICIPANTS <i>Asterisk (*) denotes participants who commented during the town hall</i>		
Theresa Noe	Patient First	Provider
Pam O'Brien	State of Maryland	Provider & Payer
Jeff O'Neal	Brook Lane	Provider
Jenny Ozor	CareFirst: Community Health Plan	Provider & Payer
Michael Paddy	Maryland Hospital Association	Provider
*Deepak Prabhakar	Sheppard Pratt	Provider
Jill RachBeisel	University of Maryland School of Medicine	Payer
Deborah Rivkin	CareFirst BlueCross BlueShield	Provider
Anthony Roggio	University of Maryland School of Medicine	Provider
Rob Rude	United Healthcare	Payer
Deborah Steinberg	Legal Action Center	Payer
John Strazzullo	Patient First	Provider & Payer
Jacqueline Stone	Kennedy Krieger Institute	Provider
Allison Taylor	Kaiser Permanente	Provider & Payer
*Jonathan Thierman	LifeBridge Health	Provider
*Devi Vijayakumari	Kaiser Permanente	Payer
*Ellen Weber	Legal Action Center	Provider & Payer
*Kim Wireman	Powell Recovery Center	Provider
Marcee White	Total Health Care	Provider
Kenneth Yeates-Trotman	MHCC	Payer